

Notes

Desktop CoIN Discussion

Date: May 31, 2006

Time: 9:00 am to 11:00 am

Location: Commonwealth Auditorium, 4th Floor,
Richmond Plaza Building
110 South 7th St.
Richmond, Virginia 23219

Meeting called by:

Service Delivery Management (SDM) Task Force
Vernard Brown, Service Delivery Manager

Attendance (27):

Andrews, Lee; Brown, Vernard; Carpenter, Rod; Deatrick, Larry;
Donnelly, Mike; Downing, Jay; Eaton, Chris; Espinal, Carlos;
Fazzio, Frank; Frahm, Monty; Hurst, David; Leonard, Chuck;
Lewis, C.; Muchleisen, Audrey; Nacol, Josh; Perkins, Eric;
Peters, Jim; Piatt, John; Roop, Becky; Savelle, Royce; Tarr,
Bruce; Tinsley, Lee; Walker, Steve; Watson, Elizabeth; Weast,
Steve; Wilson, Alan; Wood, Ricky

Key Discussion Points:

- Desktop Lifecycle Services
- Desktop Refresh Overview
- Desktop Refresh Timeline
- Desktop Refresh Planning
- Tiger Teams – Site Surveys
- Electronic Software\Hardware Discovery
- Client Hardware Selection
- Core Image Design
- Electronic Software Distribution
- Product Procurement and Imaging
- Refresh
- Project Service Center
- Gateway Life-cycling Partner
- Project Service Center – Dinwiddie County, VA
- IT Asset Deployment
- Not Just Recycling ...Life cycling!
- Wrap-up

Issues/Questions:

1. Who decides on the operating system?

Summary Answer – There will be a standard desktop operating system used throughout the commonwealth. The standard operating system will be Windows XP SP2 for all desktop

and laptop machines, and Windows XP Tablet Edition 2005 for all tablets.

2. What will we do with a customer that wants to dictate to us their own operating system?

Summary Answer – Everyone will have a standardized operating system image; however, if there is a business process that requires a separate specialized operating system configuration we will look into that during a separate desktop exception process.

3. Are the Tiger Teams going to every office?

Summary Answer – The goal is to visit every site to be able to tell us what is out there; however, there maybe a remote site where we rely on a local expert. We will be looking for cookie-cutter sites and depending on how that works we might be able to cut down on some of the smaller sites.

4. Are we going to send Tiger Teams to sites where we already know what we have?

Summary Answer – Yes, we will still be sending teams to those sites to validate current inventory information and to gather additional required information for the transformation teams.

5. How are we going to integrate NG management with sites that have seat managed contracts?

Summary Answer – NG will still be managing those sites and equipment going forward. We will evaluate each managed contract on a site by site basis to determine if it would make sense to buy out the contract to refresh early, or extend the contract by a few months to match our refresh schedules.

6. What is going to happen with our existing LANDesk implementation?

Summary Answer – Existing desktop management tools will remain in place and not replaced until Altiris is fully in place. Our goal is not to impact your work space or to negatively impact your PC by putting too many agents on it. Once Altiris is in place and the support teams are trained, the existing desktop management tool will be pulled out and Altiris will be fully implemented in it's place.

7. How frequently will hardware selections be visited?

Summary Answer – Hardware selections will be re-evaluated each refresh cycle; however, once the refresh has started it will be locked-in until the refresh cycle has finished. We do not intend to switch vendors in the middle of a refresh cycle, however, we will maintain vendor independence and reevaluate the product offerings in preparation for each refresh cycle.

8. If we do make a change (hardware selection) it would be a huge impact.

Summary Answer – Yes, there would be a huge impact. That is why we won't change once a cycle has begun.

9. What kind of support will we get from the vendors?

Summary Answer – None, there will be in-house service. There will be extensive training to prepare technicians in the field to assume hardware support. Northrop Grumman will exercise our existing Warranty Authorizations to perform warranty service for products, as well as high level troubleshooting and support.

10. How far off are we from Windows VISTA?

Summary Answer – The road map for that change has yet to be defined. Our current operating systems probably won't ride until the end of the first refresh cycle and we will plan to switch when it is most appropriate for the Commonwealth. It has to be well thought out and well planned with the assistance of the Enterprise Architecture team.

11. About the packaging. Will we be doing any of the packaging? What about training? What is the plan?

Summary Answer – For the initial bulk repackaging effort, we will leverage the assistance of a 3rd party vendor that specializes in large enterprise repackaging efforts. This will be done to ensure that we can meet our aggressive timelines without negatively impacting run the engine work. Once the initial packaging effort has been completed we will move into maintenance mode, and the goal is to leverage the existing expertise that we have on the team.

12. Will we be moved if we are going to do packaging?

Summary Answer – The packaging process will be centrally managed for the entire Commonwealth; however, the actual work can be performed at any location. The process needs to be centrally managed to ensure that the packaging rules and procedures are standard across all in-scope agencies, which will guarantee cross agency interoperability of all software.

13. How will the priorities be made?

Summary Answer – There is a scoring grade that has been assigned to each agency based on a number of agency factors to determine which agency goes first. The initial scoring is back and being evaluated at this time. It might be that when we visit an agency that the oldest equipment will go first, however, at smaller sites, we will most likely upgrade all machines at the same time rather than having to return for a second visit.

14. Will Altiris package be installed during refresh?

Summary Answer – Yes, the goal is to install the Altiris agent on every PC during the desktop refresh. Machines that are too new to be replaced will receive the agent only and will not receive the standard VITA image until these machines are refreshed with new hardware.

15. What about sites without a server?

Summary Answer – For large sites we will stand up a dedicated Altiris server for use during the refresh and will leave that server in place for ongoing operations. For smaller sites we will bring a portable server to the site for the migration and take the server with us for the next site's migration.

16. What about pre-loading the software prior to being delivered?

Summary Answer – Yes, it could be done and will be done in some instances. The PSC is set up to perform mass software download work so in the case where we have a large site to deploy we will look into leveraging Layer 2 images that contain the Commonwealth standard image and agency specific software that is used throughout the agency. User specific software will still be layered separately on-site by Altiris.

17. Is the virtual warehouse talked to?

Summary Answer – Yes, the virtual warehouse will be made available to the PMO to provide visibility into the location of hardware at all times..

18. Is it in-house?

Summary Answer – Yes, at the Project Service Center.

19. Could the PC be replacements vs. spare parts?

Summary Answer – Yes; however, it would have to be done efficiently. But a 2-year machine being replaced by a one-year old machine is unlikely.

20. Can you provide a list of Layer One applications? Will we continue to supply in the same manner?

Summary Answer – Yes, the Layer One applications will be made available in our meeting minutes. Continue business as usual for any refreshes that are going on today. Layer One applications are listed below:

VB Runtime
.Net Framework
Oracle Drivers
Adobe Acrobat Reader
Powerpoint Viewer
Visio Viewer
Windows Media Player
IE Plug-in's
-Quicktime
-RealPlayer
-Flash Player

21. I would like to revisit a prior meeting subject – consolidating printers. A lot of people (DCR) feel it is very unproductive to remove printers and have to walk down the hallway to get to a printer. What about the purchase of printers?

Summary Answer – NG will do what makes the best business sense. Nothing will change in purchasing after July 1.

22. What about administrative rights for PCs?

Summary Answer – The majority of our end users will not have administrative rights to the desktops. Exceptions will be made for developers or other end users with a valid business justification for administrative access to the PC. The system that we will use, one similar to that used by Northrop Grumman, is one where you won't have issues getting your work done without having administrative rights.

Action List:

- Please e-mail Vernard Brown if you had any problems with dialing-in to this meeting.
- Future topics – What do you need to know to be comfortable? E-mail suggestions and questions to: Vernard at: Vernard.Brown@vita.virginia.gov
- Next meeting: June 28 (Wednesday) 9:00am – 11:00am
- Message will be sent to the LACs, SLDs, and RSDs about the next CoIN meeting.